



General Cleaning

REFERENCE: DN311385

EU OPEN

Supplier Response Document Part F – Mandatory Requirements & Quality Statements

Name of Tenderer:	<<Complete full name of tenderer submitting the information>>	
Deadline for submission: (UK date and time)	DATE:	3 June 2018
	TIME:	23:30

This document is submitted for:

Lot 1*

Lot 2*

Lot 3*

* delete as applicable

Status:	Issued
Version:	1.00
Date:	30 April 2018

Text marked <<BLUE>> must be completed by the Tenderer.

Completed tender documents must be submitted in accordance with the instructions given in the Invitation to Tender.

**APPENDICES SUPPLIED SEPARATELY AND FORMING PART OF OUR PART F
(MANDATORY REQUIREMENTS & QUALITY STATEMENTS) SUBMISSION:**

Appendix Ref.	Appendix Title
Appendix F1	<<Completed by the Tenderer>>
Appendix F2	<<Completed by the Tenderer>>
Appendix F3	<<Completed by the Tenderer>>
Appendix F4	<<Completed by the Tenderer>>

RESPONSE TO SPECIFICATION

Tenderers must provide Quality Statements in response to the questions prefixed “QS” below. Quality Statements must describe how the tenderer will meet the requirements of the contract.

Tenderers are required to respond to all of the questions below.

Please adjust as necessary the size of the ‘response’ box in order to accommodate your response.

Tenderers are referred to the Invitation to Tender and reminded that evaluation of their Quality Statements will account for:

- 100% of the evaluation for Lot 1
- 60% of the evaluation for Lot 2 and Lot 3

Mandatory Requirements

Requirements in this section are MANDATORY requirements and MUST be met by Tenderers. Failure to meet any of the Mandatory Requirements will result in the tender being deemed non-compliant and the tender will be discounted from further consideration.

Tenderers are required to read the particular requirements in this section and then select ‘Yes’ for when they can meet the requirement or ‘No’ if they cannot meet the requirement.

MR1	Economic and Financial Standing	
	Question	Response
MR1.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	Yes / No
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes / No
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes / No
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes / No
MR1.2	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation	Yes / No

	criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	
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MR2	If you are part of a wider group, please provide further details below:	
Name of organisation		
Relationship to the Supplier completing these questions		
MR2.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes / No
MR2.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes / No
MR2.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes / No

MR3	Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015	
MR3.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? ¹	Yes / No
MR3.2	If you have answered yes above are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes / No If Yes then please provide the relevant url If No then please provide an explanation

MR4	Insurance
	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Yes / No Employer's (Compulsory) Liability Insurance * = £ 10 million Public Liability Insurance = £ 20 million

¹ Guidance: If you supply goods or services and have a turnover of £36 million or more then you are a relevant commercial organisation.

	Professional Indemnity Insurance = £ nil *It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.
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MR5	Financial Risk	Pass / Fail
The authority will perform a financial risk assessment using information provided in the Economic and Financial Standing section of this document. The authority may use a credit reference and / or financial status records agency. Other financial information may be sought in order to complete our risk assessment. This may include, but not be limited to, a review of current assets against liabilities, profitability over the previous four years, size of any long term liabilities (particularly where these are financed by external bank loans), the structure of the company and whether it is or could be supported by a Parent Company, the value of current reserves, whether the contractor is long-established, plus consideration of the size of contract against company turnover. The minimum yearly turnover that economic operators are required to have shall not exceed twice the estimated contract value, except in duly justified cases. A potential supplier will not be deselected on the basis of turnover alone.		
MR5.1	The minimum level of economic and financial standing and / or a minimum financial threshold for this project is Lot 1: £ 254,000 GBP Lot 2: £ 88,000 GBP Lot 3: £ 6,000 GBP	Cross-reference to (Economic and Financial Standing)
MR5.2	Number not used	Number not used
MR5.3	Subject to the outcome of the financial risk assessment, where applicable, a Parent Company Guarantee may be required. Please confirm that you are willing to provide a Parent Company Guarantee.	Yes / No

MR6	Equality and diversity	Pass / Fail
	Please self-certify whether, as an Employer, you meet the requirements of the positive equality duties in relation to the Equalities Act 2010* - and you have your own relevant policies/ literature or if you do not have your own policies / literature then you commit to the Council's standards outlined in its Policy document <i>Fairness for All</i> http://www.poole.gov.uk/your-council/equality-and-diversity/equality-and-diversity/ * It is a legal requirement that applies to both public and private procurement.	Yes / No

No.	Mandatory Requirements (Project Specific)
MR7	Experience You have experience of delivering a cleaning service across multiple sites.
	Please confirm you meet this mandatory requirement.
	Response: YES / NO
MR8	Dealing with sharps You will ensure all operatives are equipped with the correct equipment and training to deal with the safe removal and disposal of sharps.
	Please confirm you meet this mandatory requirement.
	Response: YES / NO
MR9	Waste license You hold a current and valid waste carrier license.
	Please confirm you meet this mandatory requirement.
	Response: YES / NO
MR10	Workforce DBS checked You will ensure all operatives hold a current and valid Disclosure and Barring Service (DBS) certificate.
	Please confirm you meet this mandatory requirement.
	Response: YES / NO
MR11	Ability to attend site within 2 hours You are able and willing to attend any of the sites listed in the contract within 2 hours.
	Please confirm you meet this mandatory requirement.
	Response: YES / NO

Quality Statements

You are required below to respond to a number of questions. Your responses will tell us How, Who, What, Where, When and Why. Your responses are your opportunity to convince us that you should be awarded the contract. Please ensure that your responses are relevant and proportionate. You must respond fully to each question. Do not cross-reference from one response to another.

Once the Authority is satisfied with response documents, they will be incorporated into and form part of the contract.

Responses must be Arial Font Size 12. A word limit is stated for each response. If a response exceeds the stated word limit then the words over that limit will not be read and

a score will be awarded on this basis. Information excluded from over-long responses may impact your ability to win the contract.

Please read the Specification carefully and complete your responses where indicated.

Depending on the response given a score of 0 to 10 will be given per question.

The evaluation methodology is described in the Invitation to Tender.

No.	Question																												
QS1	References																												
QS1.1	<p>Relevant experience and contract examples</p> <p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years. Examples should not include previous contracts completed for the procuring Authority.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples see question QS1.2</p>																												
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Contract completion date	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Estimated contract value	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
QS1.2	<p>If you cannot provide at least one example for questions QS1.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.</p> <p>Response: Word limit: 500 words, appendices and attachments will <u>not</u> be evaluated</p> <p><<RESPONSE>></p>		

QS2	<p>Experience Describe your organisation's size, structure, expertise and experience developed through contracts with previous customers with similar/equivalent requirements.</p> <p>Response: Word limit: 750 words, appendices and attachments will be evaluated</p> <p><<RESPONSE>></p>		
QS3	<p>Added value Please describe the added value that you are able to bring to this contract.</p> <p>Response: Word limit: 750 words, appendices and attachments will <u>not</u> be evaluated</p> <p><<RESPONSE>></p>		
QS4	<p>Quality Describe the quality control measures you will use to ensure quality when performing the contract and explain how these measures will be monitored and communicated to PHP.</p> <p>Response: Word limit: 750 words, appendices and attachments will <u>not</u> be evaluated</p> <p><<RESPONSE>></p>		
QS5	<p>Resources Please set out the organisation's approach to ensure the recruitment and retention of quality staff, outlining the training and supervision provided and detailing staff turnover within the past 24 months (showing recruitment, retirement, redundancy and other leavers).</p> <p>Response: Word limit: 750 words, appendices and attachments will be evaluated</p> <p><<RESPONSE>></p>		

QS6	<p>Health, safety and welfare</p> <p>Describe how you will manage the health, safety and welfare of the following in the performance of the contract:</p> <p>A) residents b) site work force c) visitors</p>
	<p>Response:</p> <p>Word limit: 750 words, appendices and attachments will <u>not</u> be evaluated</p> <p><<RESPONSE>></p>